

**PROGRAM MANAGER**  
(Associate Regional Director, Office of Workforce Security)  
GS-0340-14

## I. INTRODUCTION

This position is located in the Office of Workforce Security within an Affiliate Regional Office of the United States Department of Labor (DOL), Employment and Training Administration (ETA). The full Regional Office comprises a Hub and an Affiliate established to manage and direct all workforce development activity throughout a multi-state ETA geographic area for which the Office is responsible. The Associate Regional Director a) provides leadership, manages, and directs the work of the Workforce Security Office throughout the Affiliate; b) serves as the chief spokesperson and focal point for broad Affiliate-wide workforce development system activities, policy, and issues within the scope of responsibility of the Office in that area; c) brings together the staff resources of the Affiliate to facilitate the exchange of information; and d) coordinates the resolution of issues, and implementation of action plans as appropriate, ensuring that all Affiliate efforts are strategically aligned in furtherance of developing an effective workforce security system that benefits America's workers and employers.

## II. PRINCIPAL DUTIES AND RESPONSIBILITIES

Serves as Affiliate advocate, spokesperson and focal point for ETA's Workforce Security product line providing comprehensive workforce security services and providing Affiliate leadership and direction of ETA funded adult employment and training programs. These services include oversight and monitoring of the Federal/State Unemployment Insurance Program; oversight and monitoring of the labor exchange function; oversight and monitoring of the One Stop Career Center System; operation of the Foreign Labor Certification Program, the Work Opportunity Tax Act and Welfare-to-Work Opportunity Tax Act; oversight and monitoring of Trade Readjustment Assistance; oversight of the provision of Labor Market Information and other programs and services provided through the Nation's federal/state workforce development system.

Advises and provides program related information to the Associate Regional Administrator (ARA), Regional Director, National Program Administrator, and other ETA executive staff on strategic planning, policy, program operation and performance accountability for the development and administration of the Affiliate's contribution to a national workforce investment system. Manages and directs Affiliate programs for the ARA. Directs, leads, and supports the unit staff in its efforts to guide, direct, and oversee all ETA funded Workforce Security programs operated by State grantees and their network of service providers in the geographic area for which the Office has responsibility. Provides leadership internally and externally, builds partnerships external to ETA (in the Federal establishment and at the State level), provides technical assistance, ensures performance accountability and continuous improvement, and directs program management activities.

Works with other Offices to collaborate with employers and labor and Federal, State and local workforce partners to create a comprehensive and integrated workforce investment system.

Strategically manages resources throughout the Affiliate in order to ensure high performance, greater accountability, quality service, and customer satisfaction.

Brings the voice of customers, stakeholders, and partners into the organization. Incorporates customer feedback into goal setting and operational outcomes. Promotes and leads organizational change, leveraging its impact. Ensures that all interested parties are kept informed about key activities and developments.

Promotes and supports a commitment to a team approach to work. Evaluates and measures the quality of products and services. Applies state-of-the-art technologies to generate new ideas and solve problems. Supports empowerment as an organizational principle and objective. Manages and resolves conflicts, resistance and disagreements in a constructive manner.

Fosters creative problem solving among associates. Assesses the talents and capabilities of associates. Encourages associates to make sound and well-informed decisions. Provides candid and timely feedback to associates on how their actions contribute to the achievement of organizational goals and objectives. Leads the OWS and all associates to respect individual and cultural differences and supports coaching and mentoring of associates and subordinates. Demonstrates fairness and equity in recognizing associates for developing and implementing successful process improvements, distributing awards and commendations fairly and resources and opportunities for professional development equitably. Fosters and encourages diversity in the workplace.

Provides information about program/system products and the impact on government and society. Nurtures the interrelationship between Affiliate and Regional and National Office programs/systems with other Federal/State employment, training, and/or income maintenance programs.

### III. FACTORS

#### Factor 1 – Program Scope and Effect

Scope: Oversees, manages and directs the Affiliate, including Affiliate assets operating throughout the multi-state area for which the Affiliate is responsible. The services provided directly and significantly impact other functions and activities throughout ETA and/or a small population of visitors or customers.

Effect: The work directly involves and significantly impacts the operating program activities of the Affiliate as a responsive, customer-service driven segment of a Region which promotes State and local buy-in of ETA programs and ensures their implementation throughout the area of influence and scope of responsibility. Coordinates Affiliate activities with other Offices and

other ETA organizations to assure a seamless implementation of ETA initiatives and the overall accomplishment of the ETA Mission.

## Factor 2 – Organizational Setting

The Associate Regional Director reports to the Regional Director and the Associate Regional Administrator who provides guidance in terms of broad, general policy direction, strategic goals, and resources available to carry out the Affiliate's business. The Associate Regional Director independently plans and carries out the organization's business functions throughout the Affiliate's areas of responsibility. The ARA is available for consultation where arising situations impact agency policy. Work is reviewed in terms of program success and accomplishment of goals and objectives. This position reports one level beneath the first SES member in the supervisory chain.

## Factor 3 – Supervisory and Managerial Authority Exercised

The Associate Regional Director directs the operation and administration of Workforce Security services in the Affiliate. The incumbent directs the development and justification from program funding and staff resources available to effectively carry out program mission and functions. The Associate Regional Director administers the programs through subordinate supervisors and team leaders. The incumbent establishes program policies, goals and objectives, critical priorities, and procedures governing organizational operations and relationships with other Federal agencies, States, employers, and the general public.

This position accomplishes work through the technical and administrative direction of others. Oversees the overall planning, direction, and timely execution of ETA programs and initiatives throughout the Affiliate, including development, assignment and higher level clearance of goals and objectives for supervisors of subordinate organizational units.

Incumbent exercises final authority for the full range of personnel actions and organization design proposals recommended by subordinate supervisors, except in those few instances where the decision would exceed delegated authority.

## Factor 4 – Personal Contacts

### Subfactor 4A – Nature of Contacts

Interacts with other national and regional Office Directors within the organization, officials at all levels within ETA and DOL, officials of other Federal agencies, Congressional staffers, and State, local and interest group leaders to share information and learn their viewpoints about trends which may affect program-related operations. Contacts may include meetings, briefings, and presentations, are sometimes unplanned, and may require extemporaneous response to unexpected or hostile questioning. Committee, panel, board, and briefing responsibilities often

require extensive preparation by the incumbent and subordinates to afford an acceptable technical familiarity with a highly complex and specialized subject matter.

#### Subfactor 4B – Purpose of Contacts

Supervisory contacts are to influence State and local governments to buy into and comply with ETA programs and initiatives and persuade union and employer officials to become and remain active participants and partners in those programs and initiatives. At any given time one or more of the diverse array of customers, stakeholders, constituents, and partners may view ETA programs and initiatives as presenting significant organizational or philosophical conflicts to their own interests, or advancing objectives which are in competition with their own. Highly developed communications, negotiations, conflict resolution, and leadership skills are essential to effective interpersonal relationships encountered by the incumbent.

#### Factor 5 – Difficulty of Typical Work Directed

The highest grade which best characterizes the nature of the basic non-supervisory work of the organization, and which constitutes 50% or more of the workload of the organization is GS-12.

#### Factor 6 – Other Conditions

Manages those ETA programs and initiatives for which the Affiliate is responsible through subordinate supervisors or team leaders, each of whom directs substantial workloads comparable to the GS-12 level. Assures that subordinate supervisors provide supervision and oversight, involving significant and extensive coordination and integration of the number of important projects and program segments in their areas of responsibility and expertise.

#### V. OTHER SIGNIFICANT FACTS

The Associate Regional Director will be required to travel by any means of government or public transportation to meetings, conferences, and activities elsewhere in the United States, its commonwealths, territories, and possessions. Occasional international travel may also be required by particular programs or assignments.